Summary of Findings from Thematic Household Survey

Q1. Have you ever complained or thought about complaining a government department or public body maladministration?

- Key findings are –
  - 13.8% respondents (or some 784, 800 persons) had lodged a complaint or thought about lodging a complaint about maladministration of a government department or public body
  - Most were in the age group of 20 to 49 (75.7%)
  - Most were better educated (86.9% had secondary education level or above)
  - Most were economically active (74.8%)

Q2. Which aspect (s) of service (s) have you complained or thought about complaining?

- Key findings are –
  - Housing, planning, environment, lands and works (37.6%)
  - Health and welfare (24.3%)
  - Transport (14.1%)
  - Government finances (12.3%)
  - Education and manpower (12.0%)
  - Public order and immigration / emigration services (10.7%)
  - Constitutional, electoral, legal and judicial affairs (10.2%)

Q3. What was / were the nature of your dissatisfaction?

- Key findings are –
  - Ineffective control (36.8%)
  - Negligence and omission (29.2%)
  - Poor staff attitude (18.7%)
  - Faulty procedures (16.9%)
  - Disparity in treatment and unfairness (16.9%)
  - Delay (15.8%)
  - Misleading advice or wrong decision (13.9%)
  - Lack of response (11.6%)
  - Failure to follow procedures (7.9%)
  - Abuse of power (7.5%)
  - Selective enforcement (6.1%)
  - Unreasonable fines / arrests (4.4%)

Summary of Findings from Thematic Household Survey

Q4. Which of the following channels do you think you would approach if you wish to lodge a complaint about maladministration of a government department or public body? (* Multiple answers were allowed.)

- Key findings are –
  - Complaint channel of the department / public body concerned (25.1%)
  - District Councils / members of the District Councils (19.8%)
  - Media (14.7%)
  - Office of The Ombudsman (9.8%)
  - Equal Opportunities Commission (4.0%)
  - Legislative Council / members of the Legislative Council (2.2%)
  - Independent Commission Against Corruption (2.2%)
  - Others (40.8%)
- ➢ Older persons tended to approach " District Councils / members of the District Councils ", while younger persons would approach the department / public body concerned and media.
- ➢ Those who are better educated tended to approach the department / public body concerned, media and Office of The Ombudsman.

Q5. What are your reasons for choosing this / these channel(s)?

- The findings are –
  - Convenience (44.5%)
  - Efficiency in processing complaints (27.2%)
  - Ability to draw attention of the public and give pressure to the department / organisation concerned (23.3%)
  - Thoroughness in investigation / handling complaints (13.4%)
  - Independence of operation (11.8%)
  - Objectivity and impartiality (11.1%)
  - Power of the channel (7.8%)
  - Effectiveness in resolving dispute and problems (6.6%)
  - Politeness of staff (2.0%)

Q6. Have you ever lodged a complaint about a government department or public body maladministration through the Office of The Ombudsman?

- The findings are –
  - Yes (0.7%) (or some 41,700 persons)
  - No (99.3%) (or some 5,650,900 persons)

Summary of Findings from Thematic Household Survey

Q7. If you want to lodge a complaint through the Office of The Ombudsman, through which of the following means would you lodge the complaint?

- The findings are –
  - Telephone contact (69.8%)
  - Face-to-face interview / personal visit to the Office of The Ombudsman (10.3%)
  - Mailing letter (8.0%)
  - E-mail (5.0%)
  - Other people (4.2%)
  - Mailing complaint form (1.5%)
  - Fax (1.1%)
- ➢ The younger generation tended to choose complaint by e-mail.
- ➢ Those with higher educational attainment would choose written form such as sending letter, e-mail, complaint form and fax.

Q8. If you want to lodge a complaint through the Office of The Ombudsman, through which of the following means do you prefer the Office to reply to you? (* Multiple answers were allowed.)

- The findings are –
  - Telephone contact (57.9%)
  - Written reply (41.2%)
  - Face-to-face discussion (16.3%)
  - E-mail (7.4%)

Q9. If you want to lodge a complaint through the Office of The Ombudsman, what do you expect the Office to do for you? (* Multiple answers were allowed.)

- Key findings are –
  - Preventing recurrence of similar problems (61.4%)
  - Improving the efficiency and quality of service in the public sector (38.2%)
  - Investigating the complaint, and finding out whether or not it was substantiated (30.8%)
  - Recommending specific remedial actions to the department / public body concerned (30.1%)
  - Requesting apologies from the department / public body concerned (10.5%)
  - Recommending monetary compensation to the department / public body concerned (8.7%)

Summary of Findings from Thematic Household Survey

Q10. Below are a number of attributes to measure the effectiveness of complaint channels. Please tell me which five attributes you consider most important.

- Key findings are –
  - Keeping information confidential, and protecting the privacy of complainants (75.8%)
  - Providing easily accessible complaint channels for complainants (73.4%)
  - Offering speedy action and resolution within pre-determined time limits (67.3%)
  - Objective and free from undue influence or interference (61.7%)
  - Making scope of service conspicuous to the public (43.0%)

Q11. Please give an importance score to each of these five attributes, a score of “3” to the most important, “2” to the less important and “1” to the least important.

- The five attributes with high score are –
  - Keeping information confidential, and protecting the privacy of complainants (mean score 2.83)
  - Efficient, offering speedy action and resolution within pre-determined time limits (mean score 2.81)
  - Objective and free from undue influence or interference (mean score 2.79)
  - Identification of critical issues in complaints (mean score 2.76)
  - Providing easily accessible complaint channels for complainants (mean score 2.75)

Q12. Now I would like to invite you to assess the performance of the Office of The Ombudsman based on these five attributes. Please give a score of “3” if you consider its performance in this aspect good, “2” average and “1” poor.

- The five aspects with high score are –
  - Keeping information confidential, and protecting the privacy of complainants (mean score 2.49)
  - Objective and free from undue influence or interference (mean score 2.34)
  - Helpful and courteous staff (mean score 2.34)
  - Providing useful information and advice (mean score 2.24)
  - Informing the complainants the progress regularly (mean score 2.22)

Summary of Findings from Thematic Household Survey

Q13. As far as you know, is the Office of The Ombudsman empowered to conduct direct investigations on problems of public concern even though no complaints were received?

- Key findings are –
  - 20.6% of respondents (or some 1,174,400 persons) were aware of this function of The Ombudsman. Over half of them considered direct investigation effective in meeting its objectives and about one-tenth considered it ineffective.
  - 21.6% thought that this Office was not empowered to do direct investigation

➢ Older persons and those who attained higher education level tended to be more aware of this power.

Q14. Please rate the effectiveness of the direct investigations conducted by the Office of The Ombudsman in the following aspects, a score of “3” means effective, “2” means average and “1” means ineffective.

- The five aspects with high score are –
  - Putting pressure to departments / organisations concerned for making improvement (mean score 2.44)
  - Preventing recurrence of similar problems (mean score 2.37)
  - Resolving problems before they get worse (mean score 2.34)
  - Making recommendations to improve public administration (mean score 2.32)
  - Exposing deficiencies in the administration (mean score 2.27)

Q15. Have you ever seen or heard of the publicity of the Office of The Ombudsman in the following channels?

- Key findings are –
  - 71.5% of the respondents (or some 3,663,800 persons) were aware of the Office’s publicity
  - The channels from where they were aware of the publicity of the Office of The Ombudsman are –
    (a) Television (64.4%)
    (b) Newspaper (27.9%)
    (c) Radio (26.1%)
    (d) Poster / publication of the Office of The Ombudsman (14.5%)
    (e) Homepage of the Office of The Ombudsman (2.9%)

Sample Size : 8,022

Base : Persons aged 15 and over